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| **MANOJ BALAKRISHNAN**  **Mobile**: +91-9689496308; **E-Mail**: mandieta\_b@rediffmail.com  **Address:** Devi Niwas, Sector 145, plot 28, Sai Nagar, Gahunje, Pune -412101 |

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| **AREAS OF EXPERTISE**  Oracle Order Management  Quote to Cash  Collections  Customer Relations  Customer Service  Customer Data Management  Vendor Master Data Management | **PROFILE SUMMARY**     * **Strong people management skills** and aptitude to build & retain high performance team * **An Order Management specialist,** deft in reviewing the requirements, managing the order management procedure documentation work and facilitating order management process in a timely and error-free manner. * Built and maintained healthy relations with potential clients and ensured high **customer satisfaction matrices by achieving delivery & services quality norms.** * **A result oriented professional having a successful career** with diverse role distinguished by commended performance in **Operations Management, Process Management and Team Management.** * Developed a strong cadence with business stakeholders to consistently evaluate the performance of shared service against targets; ensured effective service delivery with maximum **client satisfaction and team management** * Gained exposure of streamlining the working procedures & formulating cost-effective solutions for enhancing accounting operations. * Strong people management skills and aptitude to build & retain high performance team |

**WORK EXPERIENCE**

**Oct 2021 –Jun2022: HNI Corp. Customer Service Team Lead (Order Management)**

* Used Power BI to collaborate with different users and stakeholders to work on live data sources
* Was responsible for performing data analytics and generating insights as per business requirements
* Created interactive and highly informative Power BI reports using DAX features
* Provide guidance on complex customer experience issues, assist members in understanding the business implications of decisions and provide resources necessary to resolve issues.
* Work closely with Customer Experience leadership and other departments to resolve issues and improve the

customer experience.

* Build relationships with both internal and external customers helping to develop the customer experience brand

and advocate to resolve customer concerns.

* Respond to escalated customer calls and emails while resolving non-routing customer inquiries. Provide guidance

for call and email escalations that provide mutually beneficial outcomes.

* Review and process potential expedite requests from team members, credit memo/add bills, credit return/dock sales, and manual price holds.
* Perform quality monitoring and coach team members on their individual performance. Provide professional feedback for improvement opportunities
* Prepare reports concerning departmental activities, performance, and metrics that assist in the strategic departmental planning.

**Mar 2017 – June 2020: Symantec Software India Pvt. Ltd. as Associate Customer Service Specialist (Order Management)**

* Closely monitored daily operations and issues using pre-built CRM tool
* Knowledge of BI Tool such as Power Pivot
* Excellent analytical thinking skills for converting data into visually appealing reports and graphs.
* Prepared dashboards, reports in Sales Force (SFDC), email-based communication via Customer Relation Management (CRM)
* Accountable for validating and booking renewal contracts, new orders and RMA’s in SFDC and booking it in Oracle11i & R12
* Served as a part of UAT testing team while transition of Bluecoat Renewals from APAC, EMEA and AMS regions
* Well acquainted with Order-to-Cash flow commonly known as O2C chain "Opportunity to Order" that covers business-to-business (B2B) and business-to-consumer (B2C) sales Collaborated with Subject Matter Experts in the Centres of Excellence for driving process improvements
* Entered necessary information on sales order and renewal orders to ensure specific information goes to the plant regarding packing labels, special packing, shipping instruction, and carrier account number.
* Reduced the auto-booked orders queue by coordinating with the SMEs region wise and the Automation team, involving in detail data sharing for stopping the auto-booked orders and ensuring proactive resolution of bugs by the automation team.
* Report the status of the quotes, advise the sales team on renewals opportunities in the pipeline.
* Customer Data Management - Set up new accounts and amend in Customer Maintenance application
* Contract Management - Review contracts to determine elements to be entered into the system
* Cross-Functional Coordination - Working closely with internal Quoting, Deal Desk/Revenue, Fulfilment, IT and ARCC Team to ensure smooth Quote to Cash processing of a Deal
* Utilized reporting & analysis to identify potential opportunities for improved ease of doing business and/or operational efficiency
* Order Processing - Review, validate PO, order processing and tracking, SLA reporting, working on cases and

resolve queries based on various process workflows and logical thinking

* Participating in cross functional team to identify the root causes and solutions for installed base issues
* Collaborating with business users to ensure that data integrity requirements are clear and documented.
* Coordinate problem resolution across multiple departments and systems.
* Take complete ownership of reported issues through to completion of data correction.
* Proactively review all incoming data to ensure that customer and asset information is correct
* Review existing data, check for problems or duplicates, identify root causes, correct all inaccurate data, and document best practices.
* Proactively monitor and research RMA transactions to ensure business data requirements are met.
* Ensure that a root cause is identified for each problem found and execute a corrective action plan.
* Research, diagnose, and correct problems reported through the Renewal Operations alias.
* Recommend and implement process or system improvements to improve data integrity.
* Participate in all installed base-related projects and clean-up initiatives.
* Manage end of life quoting process; ensure renewal quotes adhere to documented guidelines.

**Mar 2011 - Feb 2017: Infosys BPM Ltd. as Accountant Operations (R2R & P2P)**

* Migrated Record to Report activities from Poland, Egypt & Germany in 2013, 2014 & 2016
* Managed process documentation included defining the process flow of each process, responsibility matrix, escalation matrix, process owners, FAQs, etc.
* Acted as Subject Matter Expert – P2P & R2R which covered:
* Balance Sheet Account Reconciliation and Month End Closing Reports
* To make sure that all accounts are reconciled at month end to avoid differences in General Ledger.
* Preparation of reconciliations, journal voucher, monthly & quarterly report and bank reconciliations
* BCS (Business Consolidation System report preparation)
* Preparation of accruals (Rent Accruals, Payroll processing, Full & Final settlement posting)
* Examined all invoices for appropriate documentation and approval prior to payment
* Reconcile vendor statements, Intercompany accounts, research and correct discrepancies
* Collaborate with other Teams Support the calculation for the Accounts Payable accrual on a monthly basis
* Perform Weekly & monthly GR/IR reconciliations and assist in month end closing
* Executing analysis and reports as assigned and taking appropriate action as necessary.
* Compiling with and helping to achieve internal control over financial reporting compliance in AP
* Processed invoices for vendor payments in the ERP system - PO invoices & non-PO
* Processed 3-way P.O. matching invoices, (T&E) Travel & Expenses Invoices, and Intercompany Invoices
* Maintained files & documentation thoroughly and accurately, in line with company policy and accepted accounting practices

**Nov 2005 - Sep 2010: Infosys BPM Ltd. as Customer Service Associate**

* Supervised semi-voice process entailing dealing with Internal BT customers, assisting them in placing orders through Order Gateway, provision and cessation of telephone lines, broadband, Hub in their premises & office; dealt with queries and provided them with correct solution hence maintaining RFT
* Kept a track of CSS database to ensure that customers were billed appropriately for CP&C provided maintenance services
* Ensured that service repairs were exacted on warranty or maintenance covered equipment
* Identified and recovered unbilled maintenance contract revenue
* Curbed loss of maintenance revenue through proactively identifying and resolving process or systems failures
* Effectively handled monthly calls with the client to discuss the key areas to maximize all possible revenue opportunities and root Cause analysis and correction

**Significant Accomplishments**

* Augmented utilization of resources through cross trainings
* Minimized unit time and enhanced the work capacity by process improvement processing
* Pivotal in setting-up the process for AP & GL after Transition
* Successfully completed the T100 module of Fundamentals of Telecommunication Training Program (Covering Voice & Data Technology and the ETOM process framework held at PUNE on Jan 22-23, 2008

**EDUCATION**

* B.Com. from Pune University in 2002

**CERTIFICATIONS**

* Accounting Foundation Certifications
* Excel PivotTables: Mastering PivotTables and Pivot Charts
* Supply Chain Foundations
* RPA: Automation Anywhere
* Introducing Robotic Process Automation

**TECHNICAL SKILLS**

* **Accounting Tools** (SAP, Oracle, Sales Force, CRM, etc.): 5 years of working experience in SAP and 3 years of working experience in Oracle R12
* **CRM:** Salesforce, Siebel, ERP: Oracle 11i, R12, SAP
* **Process Mapping, Training & Development**
* **Auditing**: Monthly Auditing of Close to 350 GL accounts in balance sheet account reconciliation and bank reconciliation done by peers in SAP
* **Microsoft** Certified Professional

**EXTRACURRICULAR ACTIVITIES**

* Representing Local Football Club registered under Pune District Football Association (PDFA)
* Participated in All India Inter University Football Championship and represented Pune University in (2004-05)

**PERSONAL DETAILS**

**Languages Known**: English, Hindi, Marathi, Kannada, and Tamil